



Public Portal Upgrade

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Currently In Scope

- ▶ Existing functionality
 - ▶ Purchasing Electrical, Mechanical and Plumbing Permits that do not need Plan Review or Land Use Review and Street Tree Pruning Permits
 - ▶ Request inspections for the trade permits purchased online
- ▶ New Functionality
 - ▶ Anonymous public search by address, permit number or IVR number across all folder types to expose most folder information fields including attachments in TRACS
 - ▶ Allowing logged in public to pay for any billed fees (excepting FPP/FIR) for ready-to-issue permits regardless if the user is connected to the permit. Paying the fees will add the people record for the logged in public user to the permit.
 - ▶ Allowing logged in public to update their Amanda people record
 - ▶ **RECENT ADDITIONS:**
 - ▶ Intake fee acceptance
 - ▶ Fee summary for customers to see itemized fees for a permit

Out of Scope

- ▶ Additional online permit applications
- ▶ Requesting inspections for permits not purchased online
- ▶ FPP/FIR Payments
- ▶ Any changes to the Online Fee Estimator (OFE) which will remain available to customers
- ▶ Bureau specific branding
- ▶ Customized integrations with TRACS, IVR, TRIM
- ▶ Customer data clean up